

Local Agency Conference Call

February 2, 2017



State Updates

- WIC Work Group
 - Meeting in January- talked about membership; WWG data; outreach strategy; communications between local/state; customer survey (current) and participant survey (future); food list layout (and card holders); communications with stakeholders;
 - Next meeting is April 12th (Weds) after BLC- RSVP for observations
 - Will be discussing Formula Rx forms; Nutrition Assessment Questions; Customer service survey results; WIC data



State Update continued

- eWIC status
 - Testing 1/30-2/28, a lot of local agency staff are coming to test!
 - Still on track for rollout June & Sept.
 - Setting up training now, will have dates/locations available soon
 - Scanning UPCs now; will have “APL” ready soon for WIC Shopper
 - Level 3 certifications (testing transactions at every store) will happen just before rollout, will be an opportunity to supplement training for retailers, will be coordinating with LARCs



State Update continued

- Trainings 2017
 - Funded 40+ employees to attend BLC, funded CLC and IBCLC training/certs; funded 7 staff to NWA Leadership
 - Will get “credits” for eWIC trainings
 - Other training needs to come out of local budget, may ask for reallocation when offered mid-year
 - Look out for webinars, other activities in newsletters



FY 17 Training

- No State Conference
- Encourage locals to use “training money” in budget to sign up for trainings
- May ask for additional funding in reallocation to cover training costs

FFY 17 Training

- New Employee Training June 14-16th, 2017
 - All new staff must attend NET within 12 months of hire
 - This will be the only training this year due to eWIC

FFY Training (Continued)

- Breastfeeding Learning Collaborative
 - All funding has been allocated for attendance
 - If you want to participate (own budget) you can have registration waved if you contact Chris
 - Registration open now- use code in your email
 - Speakers (Tuesday day):
 - Thomas Hale- marijuana use and breastfeeding
 - Bruce German- breastmilk and the microbiome
 - Laurel Wilson- Epigenetics
 - Event Tuesday evening
 - Dessert reception & awards
 - Melissa Bang- Playing Monopoly with God



Nutrition Assessment Questions

- WWG is currently reviewing them all
- Will discuss at next meeting in April
- If you have input, please contact your WWG representative and let them know your thoughts!
- All available in Word docs on website



Staff Training Form

- Attachment to State Plan, also on website as link
- Needs to be completed for each new employee within 60 days
- Submit to State Office
- May be used for staff to get CEUs if needed during year
- May exempt staff for certain training if justification noted (already proficient, etc.)

Separation of Duties Policy

- Clarification received-
 - ALL certs completed (income eligibility & nutrition risk) will be considered for audit
 - Kelly is doing ALL
 - All non-BF infants + 20% of other certs
 - If you have 2 staff and choose not to use them, I have to do additional audit of 10% of charts every 6 months
 - Most clinics in compliance now, please continue to work toward full compliance
 - Updated SP policy coming soon!



Customer Service Survey

- Sent out this week via email with link
- PLEASE complete (each employee)
- Will review results at next WWG meeting, next conference call
- Will be annual survey, hoping for improvements over time

Check Stock/MICR

- Dick is monitoring supply
- May not send you all you order- do not want extra when we go to eWIC
- If you have a stock pile (too much) let Dick know and we can move supply for use in other clinics



Help Desk information

- Recommended at WWG to have known “issues” posted in newsletter
- Will also keep a log on website
- If there are known “work arounds” or solutions, we will note

Breastpump Contract Changing

- We are in a consortium with other states
- Go out for bid every few years
- This time the winners were Ameda & Hygeia, we anticipate changing brands gradually
- There is a hold up in the contract, so we think it will change in June, may be later
- Stay tuned!



Questions?

